

Field Technician Computing And Peripherals ELE/Q4601 (Level 4)

Q1. Why should you enter the details the customer and other details in the customer portal after receiving the customer complaint?

- a) To show typing skills
- b) For Future Reference
- c) As a Formality
- d) To show customer you are busy

Q2. What is the media of transmission of data required in case of wireless connection ?

- a) Optical fiber
- b) Air
- c) Light
- d) None of these

Q3. From the given steps identify the first step of connecting a wireless keyboard and mouse to computer.

- a) Connect the USB receiver into the USB port of the computer
- b) Install batteries in both the wireless mouse and the keyboard
- c) Switch on the small power buttons on both
- d) Remove the plastic battery tab

Q4. How would you select the perfect spot for the installation of desktop computer and modem for the same?

- a) As per the customer instructions and with perfect network signals
- b) As per the customer instructions
- c) As per your convenience
- d) Any where

Q5. Protocol that allows user to log- on to a host computer from remote computers

- a) Telnet
- b) POP
- c) PPP
- d) SLIP

Q6. Why should a customer be informed regarding the cost ?

- a) Understand the financial status
- b) As a formality
- c) Customer's prerogative to avail the service or not
- d) To irritate

Q7. When an unethical conduct is reported to appropriate authorities, Any action taken should be :

- a) According to designation of alleged person**
- b) Follow organisational guidelines and operate within an agreed ethical code of practice**
- c) Follow Social Stereotypes**
- d) Be in favour of organisation's social image**

Q8. _____ occurs when someone, without their conscious knowledge, associates stereotypes with the work performance of underrepresented groups such as women and people with disabilities.

- a) Discrimination**
- b) Cultural Difference**
- c) Implicit Bias**
- d) Grievances**

Q9. Which hazard can be caused due to spillage on the floor?

- a) Fall and Trip hazard**
- b) Fire hazard**
- c) Chemical hazard**
- d) Cut or bleeding**

Q10. To work in an environment with minimum risk to people, equipment, materials, environment, and processes is known as?

- a) Risk working environment**
- b) Safe working environment**
- c) Un safe working environment**
- d) Un hygienic working environment**

Q11. You are working on the launch of a product that has a total new concept with a new idea; what type of entrepreneur are you?

- a) Innovative entrepreneur**
- b) Small business entrepreneur**
- c) Large company entrepreneur**
- d) Imitator entrepreneur**

Q12. A customer came by who has the mindset that everyone tries to take advantage of them, but they are smart enough that no one can fool them. What type of customer is he?

- a) Cheap customer**
- b) Sophisticated customer**

- c) Difficult customer
- d) Easy handled customer